

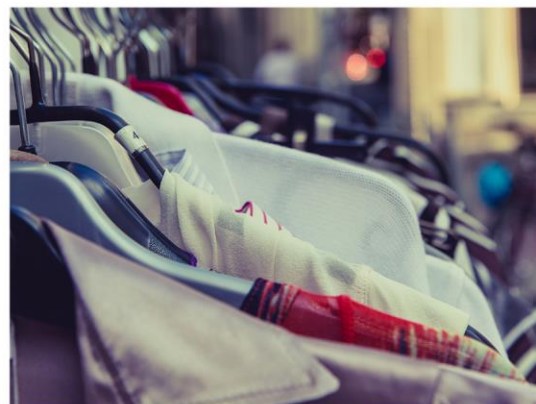
Certified Guest Service Professional (CGSP) Program



Train The Team You Have. Hire The Team You Need.

Through our education and training programs, Goodwill will train your current employees or provide a comprehensive list of CGSP-certified candidates. Partner with Goodwill today and employ the individuals that will help your business thrive. All trainings can be completed in thirty days or less.

This comprehensive program defines the basic gold elements of emotionally engaged guest service and provides the tools for maintaining the highest level of service excellence in varying situations. Recognized worldwide, the CGSP designation is the highest acknowledgement of awarding-winning guest service for employees in the hospitality and tourism industry. This certification is also transferrable into retail, tourism and transportation industries. GoodwillSR has partnered with the American Hotel & Lodging Educational Institute (AHLEI) to offer this certification training program.



TOPICS COVERED BUT NOT LIMITED TO:

- Creating memorable moments for guests and inspiring others
- Being committed to capitalizing on golden opportunities
- Providing a welcoming and inclusive environment for all guests
- Understanding the importance of connecting with your guests
- And MORE!

Attend an information session to get started TODAY!

Albany

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(229) 317-0970

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Columbus

2601 Cross Country Dr., Bldg. B
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